GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3466
ANSWERED ON:26.04.2007
CATERING SERVICES IN RAILWAYS
Nayak Shri Ananta

Will the Minister of RAILWAYS be pleased to state:

(a) the number of surprise checks and inspections made by the Indian Railway Catering and Tourism Corporation (IRCTC) and Zonal Railway to check catering service in Railways during last one year alongwith the route- wise and train-wise details thereof ; and

(b) the findings of such inspections and surprise checks alongwith the action taken thereon?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a): Management of catering services provided in trains of Indian Railways have been transferred to Indian Railway Catering and Tourism Corporation (IRCTC). Inspections and regular checks are conducted by 100 quality inspectors of IRCTC and railway officials at stations and on trains to monitor the quality of catering services. Route- wise and train-wise data are not maintained. As per records, 13871 inspections have been conducted by IRCTC in the last 8 months. Zone wise breakup of IRCTC is as under:

```
South Zone  1711
North Zone  5723
West Zone  1580
East Zone  1543
South Central Zone 3314
```

(b): Stringent corrective action such as fine, warning, counseling etc. against licensee operated catering units have been taken. During the above period four major contracts have been terminated and in 825 cases fines have been imposed.